

JOB #2014-001-J1

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Customer Service Specialist – JIS



Where is AOC Located?

The Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

AOC PROFILE:

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

JOB NUMBER: 2014-001-J1

POSITION: Customer Service Specialist – JIS

SALARY: \$49,368 TO \$64,740 per year DOQ

LOCATION: Olympia, Washington

OPENS: January 6, 2014

CLOSES: January 27, 2014

Customer Service Specialist - JIS Job Overview

- Functions as a Customer Service Specialist for judicial system information technology applications supported by the Administrative Office of the Courts.
- Provides subject matter expertise on court business processes and system operations to stakeholders.
- Responsible for consultation, and problem resolution for Judicial Information System (JIS) applications.
- Reports to the Trial Court Services and Judicial Education Manager, functioning as a subject matter expert in judicial system applications and business processes.
- Work is performed independently and has decision-making responsibility within assigned areas of expertise.

Key Responsibilities

- Functions as a resident expert for consultation and problem resolution on Judicial Information System (JIS), other application systems, and court business operations.
- Responsible for keeping current with all policies, procedures, reference materials, and auxiliary information that affect the JIS client community.
- Tracks and responds to help tickets, phone inquiries and requests for information from court personnel and other JIS clients.

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Judicial Information System:

The Judicial Information System (JIS) is the primary information system for courts in Washington. It provides case management automation to appellate, superior, limited jurisdiction, and juvenile courts. Its two-fold purpose is: (1) to automate and support the daily operations of the courts and (2) to maintain a statewide network connecting the courts and partner criminal justice agencies to the JIS database. It serves as a statewide clearinghouse for criminal history information, domestic violence protection orders, and outstanding warrants. The benefits of this approach are the reduction of the overall cost of automation and access to accurate statewide history information for criminal, domestic violence, and protection order history.

The principal JIS clients are judicial officers, court managers, and other court staff. JIS also provides essential information to the Washington State Patrol, Department of Corrections, Office of the Secretary of State, Sentencing Guidelines Commission, Department of Licensing, local law enforcement agencies, and prosecutors. Other users include public defenders, the media, and law firms.

The JIS is formally established by authority of RCW 2.68 and Judicial Information System Committee Rules (JISCR). Funding for JIS is provided through user fees on court filings and fines.

Key Responsibilities (continued)

- Responsible for complex, non-routine, and unique system application problem analysis and resolution.
- Provides analysis of problems and responds efficiently and effectively with workable solutions.
- Develops documentation and educational materials to help facilitate stakeholder self-reliance through AOC online knowledge base.
- Conducts research and analyses on topics related to judicial information systems, court business practices, and other criminal justice activities.
- Interacts and communicates information between Court Education Professionals and other subject matter experts to ensure consistency of information to users of JIS and auxiliary systems.
- Maintains working knowledge of new and emerging technologies related to enhancement of customer services.
- Performs other duties as assigned.

Key Competencies

Please refer to Job Description.

Qualifications

Bachelor's degree **AND:**

- Six years of experience working in client support and customer service data information environment or PC operational environment to include: two years of experience working directly with JIS and other applications.

The preferred candidate will have:

- Washington Superior Court experience
- JIS accounting experience

A combination of relevant education and experience may be considered in meeting the qualification baseline.

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Benefits:

- The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- Vacation leave
- Sick leave
- Shared leave
- Family – Medical Leave
- Military and Civil leave
- Eleven paid holidays per year
- A state retirement plan
- Deferred Compensation Program
- Deferred College Tuition Program (GET)

The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143 or fax (360) 586-4409, or via email to employment@courts.wa.gov.

SPECIAL NOTE:

All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.

To be considered for this position, please submit:

- A cover letter specifying how you meet the qualifications of the position (no more than two pages).
- A chronological resume including: dates and total months/years in each position held for each previous employer.
- [Completed AOC application form.](#)

Send materials to:

Submit materials by email, fax, or postal service to:

Washington State Administrative Office of the Courts
Attention Human Resources Office
1206 Quince St SE
P.O. Box 41170
Olympia, WA 98504-1170

email: employment@courts.wa.gov or fax 360-586-4409

Application materials will be screened for the purposes of determining who will be selected for an interview.